



STATE CORPORATION COMMISSION  
Directory Listing Errors and Omissions Claim Form  
**PUC-2005-00007**

**CONTACT INFORMATION**

Name:

Mailing Address:

City

State:

Zip:

Telephone Number:

**CLAIM INFORMATION**

1. Account Name: *(Business name if applicable)*

2. Account Number: *(If available)*

3. Class of service:

Business  
Residential

4. Account Address:

5. Telephone Number(s) affected by error:

6. Nature of directory error: *(See reverse for eligibility requirements and a description of service affecting errors)*

7. Directory(s) in which the error(s) occurred:

8. Are/were you a customer of telephone company other than Verizon during the time when the error occurred?

No:

Yes:

*(If yes, name provider)* \_\_\_\_\_

9. Did you make your service provider aware of the directory error? *(Your answer to this question has no effect on the eligibility of your claim.)*

No:

Yes:

*(If yes, when)* \_\_\_\_\_

10. Did you file a complaint with the State Corporation Commission regarding the directory error? *(Your answer to this question has no effect on the eligibility of your claim.)*

No:

Yes:

*(If yes, when)* \_\_\_\_\_

11. Year in which the error occurred: *(If more than one year, mark each year)*

2004

2005

2006

2007

**Printed Name:** \_\_\_\_\_

**Your Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

You must return this document by **May 14, 2007** to:

State Corporation Commission  
Division of Communications  
P.O. Box 1197  
Richmond, Virginia 23218

**IMPORTANT INFORMATION**

The information requested on this Claim Form is being collected in order to verify eligibility for the distribution of funds paid in connection with the Offer of Settlement accepted by the Commission in Case No. PUC-2005-00007 to resolve the investigation of errors and omissions occurring in Verizon directories. By signing this Claim Form, you are certifying that the foregoing information is true and correct to the best of your knowledge and that you are the customer, or the customer's authorized representative, entitled to receive compensation under the Corrective Action Plan.

## **Eligibility Requirements**

Customers of Verizon and Competitive Local Exchange Carriers (local telephone companies other than Verizon) who experienced a "service affecting" error or omission in Verizon directories published between January 2004, and the effective date of the new tariffs filed by Verizon pursuant to Section III of the Offer of Settlement are eligible to participate in the Corrective Action Plan.

## **Service Affecting Errors**

A "service affecting" error or omission includes:

1. The complete omission of a listing that was published in the telephone company records.
2. The publication of a listing that was either non-listed, non-published, or no longer in the telephone company records.
3. The reversal of a customer's first/last name.
4. The misspelling of the listed name, incorrect telephone number, or any other error so as to make it unlikely that a user of a printed book could locate the correct number for the listing, including, but not limited to, the appearance of a listing under the appropriate yellow pages captioned heading.

Errors and omissions in yellow page classified advertising governed by unregulated commercial contracts are not eligible for compensations under the Corrective Action Plan.